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## 11. Penalties Assessed

### 11.1 Violations

Violations are infractions committed by a Vendor in violation of the WIC Program. Each type of violation has an associated number of sanction points. When a Violation is recorded for a Vendor, the associated sanction points are assessed against the Vendor. The Vendor Management system generates a letter that lists the Violations cited against the Vendor and the sanction points assigned to each Violation. The sanction points accumulate over the lifetime of the Vendor contract. These sanction points may no longer be counted against a vendor after a period of time. This depends on the violation that was given to the vendor. Each violation has a different expiration date that varies from 0 days to infinite.

The Vendor Management system automatically generates violations under certain conditions. The Violation dialog will allow the user to manually add a violation to the Vendor Folder. The dialog will display in “add” or “view” mode, depending on how it is invoked. If the dialog is in “add” mode, the controls will default to blank, unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Violation dialog is invoked in response to the following user actions:

- Selection of the Violation Found follow-up activity on the Follow-Up Activities dialog as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “add” mode.
- Selection of a Violation Found follow-up activity in the Event Tree View on the Vendor Folder and then selecting the Detail button as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “view” mode.

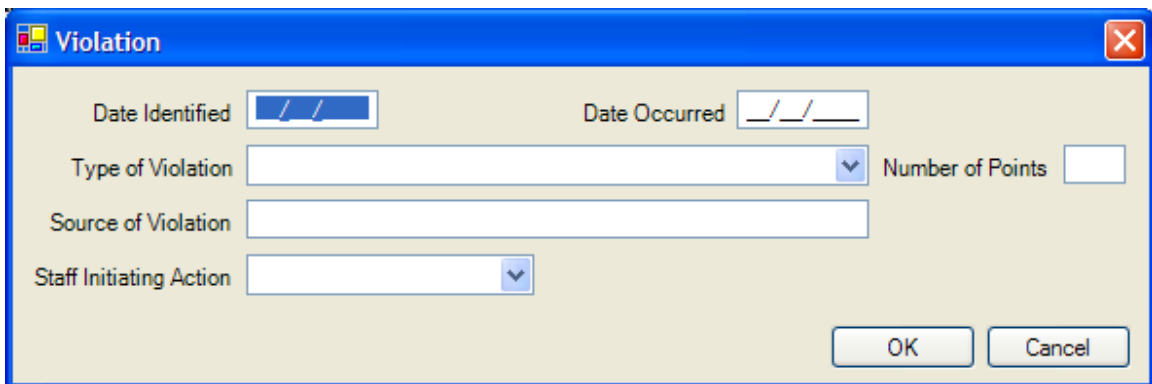
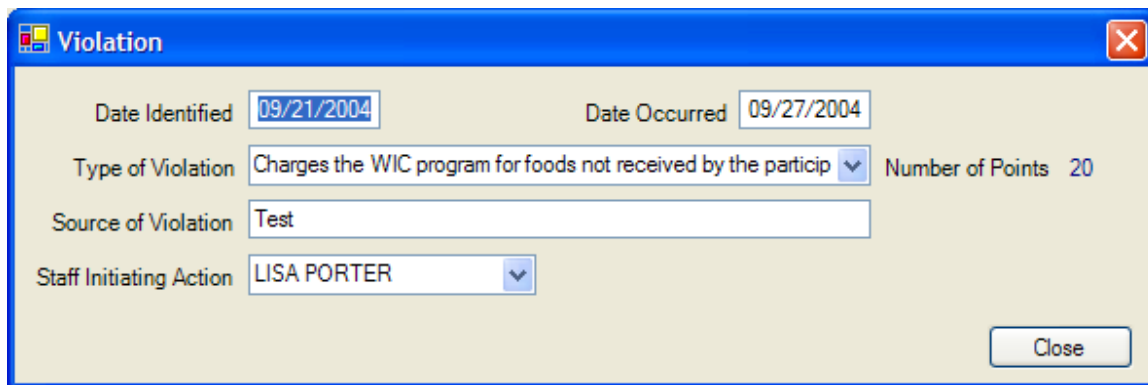
The image shows a Windows-style dialog box titled "Violation". It has a blue title bar with a standard Windows icon on the left and a red close button on the right. The main area is light beige. It contains several input fields: "Date Identified" and "Date Occurred" are date pickers with blue arrows; "Type of Violation" is a text box with a dropdown arrow; "Source of Violation" is a text box; "Staff Initiating Action" is a text box with a dropdown arrow; and "Number of Points" is a text box. At the bottom right, there are "OK" and "Cancel" buttons.

Figure 1 - Violation Dialog (Add mode)



The screenshot shows a Windows-style dialog box titled "Violation". It contains several input fields and a "Close" button. The fields are: "Date Identified" with the value "09/21/2004", "Date Occurred" with the value "09/27/2004", "Type of Violation" with a dropdown menu showing "Charges the WIC program for foods not received by the particip", "Source of Violation" with a text box containing "Test", and "Staff Initiating Action" with a dropdown menu showing "LISA PORTER". The "Number of Points" is displayed as "20".

Figure 2 - Violation Dialog (View mode)

### 11.1.1 Controls

This section describes the behavior of the controls on the Violation dialog.

#### 11.1.1.1 Date Identified Masked Edit Box

This control allows the user to enter or view the date the violation was first acknowledged. The masked edit box will be enabled when the Violation dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in "add" mode, the entry field will initially be blank. When working in "view" mode, the control is populated with the previously saved entry and is read only.

#### 11.1.1.2 Date Occurred Masked Edit Box

This control allows the user to enter or view the date the violation took place. The masked edit box will be enabled when the Violation dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in "add" mode, the entry field will initially be blank. When working in "view" mode, the control is populated with the previously saved entry and is read only.

#### *11.1.1.3 Type of Violation Dropdown*

This control allows the user to select or view the type of violation that the vendor demonstrated. The Dropdown will be enabled when the Violation dialog is active. It will be a read only drop down list. It is filled with a list of violations from the VIOLATIONTYPE Table, which is displayed in alphabetical order. When a type of violation is selected, the number of sanction points associated with the violation type will display in the Number of Points value label. When working in “add” mode, the field will initially be blank. When working in “view” mode, the control is populated with the previously saved selection.

#### *11.1.1.4 Number of Points Text Box*

This control allows the user to view and enter the number of sanction points associated with the violation type for the selected vendor. The text box will be enabled and visible in add mode only. In view mode it will be invisible. The text box will initially be filled with zero (0) but then filled with the number of sanction points associated with the violation type selected in the Type of Violation Dropdown. The user may override these points and put in their own. The format for the label is a 2-digit numeric value.

#### *11.1.1.5 Number of Points Text Label and Value (Number of Points)*

This control allows the user to view the number of sanction points associated with the violation type for the selected vendor. The value label will be filled with the number of sanction points associated with the violation type that had been selected in the Type of Violation Dropdown. This control is read only and displays the sanction points in the inverse color of the form and is only visible in view mode. The format for the label is a 2-digit numeric value. The control is populated with the previously saved assigned points.

#### *11.1.1.6 Source of Violation Text Box*

This control allows the user to enter or view the source of the violation. The text box will be enabled when the Violation dialog is active. This control accepts entry of alphanumeric characters. The maximum size is fifty- (50) characters. All alphabetic characters will be forced to upper case and special characters are accepted in this field. When working in “add” mode, the entry field will initially be blank. When working in “view” mode, the control is populated with the previously saved entry.

#### ***11.1.1.7 Staff Initiating Action Dropdown***

This control allows the user to select the Staff member documenting the vendor's violation. The Dropdown will be enabled when the Violation dialog is active. It will be a read only drop down list. It is filled with a list of staff members from the USERPROFILE entity, which are displayed in alphabetical order. When working in "add" mode, the field will initially be blank. When working in "view" mode, the control is populated with the previously saved selection.

#### ***11.1.1.8 OK Button***

This control allows the user to instruct the system to dismiss the Violation dialog and to save the violation information. The OK button will be visible and enabled when the Violation dialog is active in "add" mode. Characteristics for the OK button are defined in the *Consistencies*.

#### ***11.1.1.9 Cancel Button***

This control allows the user to exit the Violation dialog without saving the violation information. The Cancel button will be visible and enabled when the Violation dialog is active in "add" mode. The Characteristics for the Cancel button are defined in the *Consistencies*.

#### ***11.1.1.10 Close Button***

This control allows the user to exit the Violation dialog. The Close button will be visible and enabled when the Violation dialog is active in "view" mode. Characteristics for the Close button are defined in the *Consistencies*.

### **11.1.2 Processes**

This section describes the processes (navigation) that take place as a result of the actions taken on the Violation dialog.

#### ***11.1.2.1 Initializing the Interface***

Upon the initial display of the dialog:

- The title bar text will be set to "Violation".
- In Add mode, all fields and controls on this dialog default to blank.
- In View mode, all fields display previously saved values as defined in the Data Map for this dialog.
- In Add mode, the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode, the Close button is visible. The OK and Cancel buttons are not visible.

#### ***11.1.2.2 Edits***

Upon selection of the OK button:

- If an entry has not been made in one of the following controls

- Date Identified Masked Edit Box
- Date Occurred Masked Edit Box
- Number of Points Text Box
- Source of Violation Text Box

the system will invoke a standard error message with the text “An entry is required for the <control label>.”

- If a selection has not been made in one of the following controls
  - Type of Violation Dropdown
  - Staff Initiating Action Dropdown

the system will invoke a standard error message with the text “A selection is required in the <control label>.”

- If an invalid date has been entered in one of the following entry fields
  - Date Identified Masked Edit Box
  - Date Occurred Masked Edit Box

the system will invoke the standard error message with the text “Invalid date entered.”

- If the Date Identified or the Date Occurred is greater than the current system date, the system will invoke a standard message box with the text, “Date entered must be less than or equal to today’s date.”
- If the Date Occurred is greater than the Date Identified, the system will invoke a standard message box with the text, “Date Occurred must be less than or equal to the Date Identified.” .

### 11.1.2.3 Saving the Data

For all violations of the same type within the same event, the sanction points are assessed against the Vendor only once. For example, a Complaint event is recorded for a Vendor with three follow up activities: a Follow Up Store Visit and two Follow Up Compliance Buys. A violation is assessed on the Follow Up Store Visit because the WIC sign was not being displayed. On the first Follow Up Compliance Buy, there are violations assessed due to WIC prices not being displayed and an Overcharge. On the second Follow Up Compliance Buy there is another Overcharge violation assessed. The Vendor will be assessed sanction points for the WIC sign not being displayed, the WIC prices not being displayed, and for one of the Overcharge violations. The Vendor is not assessed sanction points for both Overcharge violations because they are the same type of violation under the same event. When the sanction points assessed against the Vendor reach WIC defined thresholds, Sanctions (Section 11.2) will be given to the Vendor.

The system will save the violation information and the sanction points will be added to the Violation entity.

A Violation follow up activity will be added to the Event Log of the Vendor

The Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.

The system will return the user to the Event Log tab of the Vendor Folder.

#### ***11.1.2.4 Cancel***

Upon selection of the Cancel button

- The system will dismiss the Violation dialog without saving any of the information entered
- The system will return the user to the Event Log tab of the Vendor Folder.

#### ***11.1.2.5 Data Map***

<b>Control Label</b>	<b>Entity</b>	<b>Attribute</b>	<b>Business Rule Applicable</b>
Date Identified	Violation	IdentifiedDate	
Date Occurred	Violation	OccurredDate	
Type of Violation	Violation	ViolationType	
Source of Violation	Violation	ViolationSource	
Number of Points	Violation	SanctionPoints	
Staff Initiating Action	Violation	UserID	

## 11.2 Sanctions

Sanctions are actions that WIC takes against a vendor when the vendor accumulates a certain number of sanctions points. These actions can range from a warning letter to an imposed fine. The Sanction dialog will allow the user to add a sanction to the Vendor Folder. The dialog will display in “add” or “view” mode, depending on how the dialog is invoked. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Sanction dialog is invoked in response to the following user actions:

- Selection of the Sanction Assessed event on the Events dialog as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “add” mode.
- Selection of the Sanction Assessed follow-up activity on the Follow Up Activities dialog as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “add” mode.
- Selection a Sanction Assessed event or follow up activity in the Event tree view on the Vendor Folder and then selecting the Detail button as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “view” mode.

**Error! Objects cannot be created from editing field codes.**

Figure 3 - Sanction Dialog (Add mode)

**Error! Objects cannot be created from editing field codes.**

Figure 4 - Sanction Dialog (View mode)

### 11.2.1 Controls

This section describes the behavior of the controls on the Sanction dialog.

#### 11.2.1.1 Date Sanction Occurred Masked Edit Box

This control allows the user to enter or view the date the sanction occurred. The masked edit box will be enabled when the Sanction dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will initially be blank. When working in “view” mode, the control is populated with the previously saved entry and is read only.



#### ***11.2.1.2 Sanction Type Dropdown***

This control allows the user to select or view the appropriate type of sanction assigned to the vendor for the violation. The Dropdown will be enabled when the Sanction dialog is active. It will be a read only drop down list. It is filled with a list of sanctions from the Reference Dictionary Table, which is displayed in alphabetical order. When working in “add” mode, the field will initially be blank. When working in “view” mode, the control is populated with the previously saved selection.

#### ***11.2.1.3 Staff Initiating Sanction Dropdown***

This control allows the user to select or view the staff member documenting and assigning the sanction to the selected vendor. The Dropdown will be enabled when the Sanction dialog is active. It will be a read only drop down list. It is filled with a list of staff members from the USERPROFILE entity, which are displayed in alphabetical order. When working in “add” mode, the field will initially be blank. When working in “view” mode, the control is populated with the previously saved selection.

#### ***11.2.1.4 Amount Assessed Masked Edit Box***

This control allows the user to enter or view the dollar amount of the fine that WIC has assessed the Vendor for this sanction. The masked edit box will be enabled when the Sanction dialog is active. This control accepts entry of numeric digits. The field length may vary according to your state. The format will not include commas and will appear as: “\$99999.99”. The only special characters accepted are the dollar sign, and period (decimal). When working in “add” mode, the entry field will initially be set to zero dollars (\$0.00). When working in “view” mode, the control is populated with the previously saved entry.

#### ***11.2.1.5 OK Button***

This control allows the user to instruct the system to dismiss the Sanction dialog and to save the sanction information. The OK button will be visible and enabled when the Sanction dialog is active in “add” mode. Characteristics for the OK button are defined in the *Consistencies*.

#### ***11.2.1.6 Cancel Button***

This control allows the user to exit the Sanction dialog without saving the sanction information. The Cancel button will be visible and enabled when the Sanction dialog is active in “add” mode. Characteristics for the Cancel button are defined in the *Consistencies*.

#### ***11.2.1.7 Close Button***

This control allows the user to exit the Sanction dialog. The Close button will be visible and enabled when the Sanction dialog is active in “view” mode. Characteristics for the Close button are defined in the *Consistencies*.

## 11.2.2 Processes

This section describes the processes (navigation) that take place as a result of the actions taken on the Sanction dialog.

### 11.2.2.1 *Initializing the Interface*

Upon the initial display of the dialog:

- The title bar text will be set to “Sanction”.
- In Add mode, all fields and controls on this dialog default to blank.
- In View mode, all fields display previously saved values as defined in the Data Map for this dialog.
- In Add mode, the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode, the Close button is visible. The OK and Cancel buttons are not visible.

### 11.2.2.2 *Edits*

Upon selection of the OK button:

- If an entry has not been made in one of the following controls
  - Date Sanction Occurred Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If a selection has not been made in one of the following controls
  - Sanction Type Dropdown
  - Staff Initiating Sanction Dropdownthe system will invoke a standard error message with the text “A selection is required in the <control label>.”
- If an invalid date has been entered in the Date Sanction Occurred Masked Edit Box, the system will invoke the standard error message with the text “Invalid date entered.”
- If the Date Sanction Occurred is greater than the current system date, the system will invoke a standard message box with the text, “Date entered must be less than or equal to today’s date.”

### 11.2.2.3 *Saving the Data*

The system will save the sanction information and the sanction will be added to the Vendor Folder.

Depending on how the Sanction dialog was invoked, a Sanction Assessed event or follow up activity will be added to the Event Log of the Vendor

The Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.

The system will return the user to the Event Log tab of the Vendor Folder.

#### ***11.2.2.4 Cancel***

Upon selection of the Cancel button:

- The system will dismiss the Sanction dialog without saving any of the information entered
- The system will return the user to the Event Log tab of the Vendor Folder.

#### ***11.2.2.5 Close***

Upon selection of the Close button:

- The system will dismiss the Sanction dialog.
- The system will return the user to the Event Log tab of the Vendor Folder

#### ***11.2.2.6 Data Map***

<b>Control Label</b>	<b>Entity</b>	<b>Attribute</b>	<b>Business Rule Applicable</b>
Date Sanction Occurred	Sanction	OccurredDate	
Sanction Type	Sanction	Type	
Staff Initiating Sanction	Sanction	UserID	
Amount Assessed	Sanction	AmountAssessed	

### 11.3 Fines Collected

A fine can be imposed when a Sanction is taken against a Vendor. The Fines Collected dialog allows the user to record when the Vendor pays the fine. The dialog will display in “add” or “view” mode, depending on how the dialog is invoked. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Fines Collected dialog is invoked in response to the following user actions:

- Selection of the Fines Collected follow-up activity on the Follow Up Activities dialog as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “add” mode.
- Selection of a Fines Collected follow-up activity in the Event Tree View on the Vendor Folder and then selecting the Details button as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “view” mode.

**Error! Objects cannot be created from editing field codes.**

Figure 5 - Fines Collected Dialog (Add mode)

**Error! Objects cannot be created from editing field codes.**

Figure 6 - Fines Collected Dialog (View mode)

#### 11.3.1 Controls

This section describes the behavior of the controls on the Fines Collected dialog.

##### 11.3.1.1 Date Fine Received Masked Edit Box

This control allows the user to enter or view the date that the State received the fine amount from the Vendor. The masked edit box will be enabled when the Fines Collected dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will initially be blank. When working in “view” mode, the control is populated with the previously saved entry and is read only.

#### 11.3.1.2 *Fine Collected Masked Edit Box*

This control allows the user to enter or view the amount of the fine received from the Vendor. The masked edit box will be enabled when the Fines Collected dialog is active. This control accepts entry of numeric digits. The field length may vary according to your state. The format will not include commas and will appear as: "\$99999.99". The only special characters accepted are the dollar sign, and period (decimal). When working in "add" mode, the entry field will initially be set to zero dollars (\$0.00). When working in "view" mode, the control is populated with the previously saved entry.

#### 11.3.1.3 *OK Button*

This control allows the user to instruct the system to dismiss the Fines Collected dialog and to save the collected vendor fine information. The OK button will be visible and enabled when the Fines Collected dialog is active in "add" mode. Characteristics for the OK button are described in the *Consistencies*.

#### 11.3.1.4 *Cancel Button*

This control allows the user to exit the Fines Collected dialog without saving the collected fine information. The Cancel button will be visible and enabled when the Fines Collected dialog is active in "add" mode. Characteristics for the Cancel button are described in the *Consistencies*.

#### 11.3.1.5 *Close Button*

This control allows the user to exit the Fines Collected dialog. The Close button will be visible and enabled when the Fines Collected dialog is active in "view" mode. Characteristics for the Close button are described in the *Consistencies*.

### 11.3.2 **Processes**

This section describes the processes (navigation) that take place as a result of the actions taken on the Fines Collected dialog.

#### 11.3.2.1 *Initializing the Interface*

Upon the initial display of the dialog:

- The title bar text will be set to "Fines Collected".
- In Add mode the Date Fine Received will default to blank. The Fine Collected will default to "\$0.00".
- In View mode all fields display previously saved values as defined in the Data Map for this dialog.
- In Add mode the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode the Close button is visible. The OK and Cancel buttons are not visible.

#### 11.3.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in one of the following controls
  - Date Fine Received Masked Edit Box
  - Fine Collected Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If an invalid date has been entered in the Date Fine Collected Masked Edit Box, the system will invoke the standard error message with the text “Invalid date entered.”
- If the Date Fine Received is greater than the current system date, the system will invoke a standard message box with the text, “Date entered must be less than or equal to today’s date.”

#### 11.3.2.3 Saving the Data

The system will save the fines collected for the vendor information.

A follow up activity, Fines Collected, will be added to the Event Log of the Vendor folder

The Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.

The system will return the user to the Event Log tab of the Vendor Folder.

#### 11.3.2.4 Cancel

Upon selection of the Cancel button:

- The system will dismiss the Fines Collected dialog without saving any of the information entered.
- The system will return the user to the Event Log tab of the Vendor Folder.

#### 11.3.2.5 Close

Upon selection of the Close button:

- The system will dismiss the Fines Collected dialog.
- The system will return the user to the Event Log tab of the Vendor Folder.

#### 11.3.2.6 Data Map

Control Label	Entity	Attribute	Business Rule Applicable
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Date Fine Received	Fine	ReceivedDate	
Fine Collected	Fine	ReceivedAmount	

## 11.4 Complaints

When an individual reports a Vendor to the State's WIC Program for what they believe is a violation, a Complaint is filed against the Vendor. The Complaints dialog allows the user to add a Complaint to the Vendor Folder. The dialog will display in "add" or "view" mode, depending on how the dialog is invoked. If the dialog is in "add" mode, the controls will default to blank unless otherwise noted. If the dialog is in "view" mode, the controls will default to the previously saved values and will be read only. The Complaint dialog is invoked in response to the following user actions:

- Selection of the Complaint event on the Events dialog s described in [Chapter 04 – Vendor Folder](#). The dialog will display in "add" mode.
- Selection of a Complaint event in the Events Tree View on the Vendor Folder and then selecting the Details button as described in [Chapter 04 – Vendor Folder](#). The dialog will display in "view" mode.

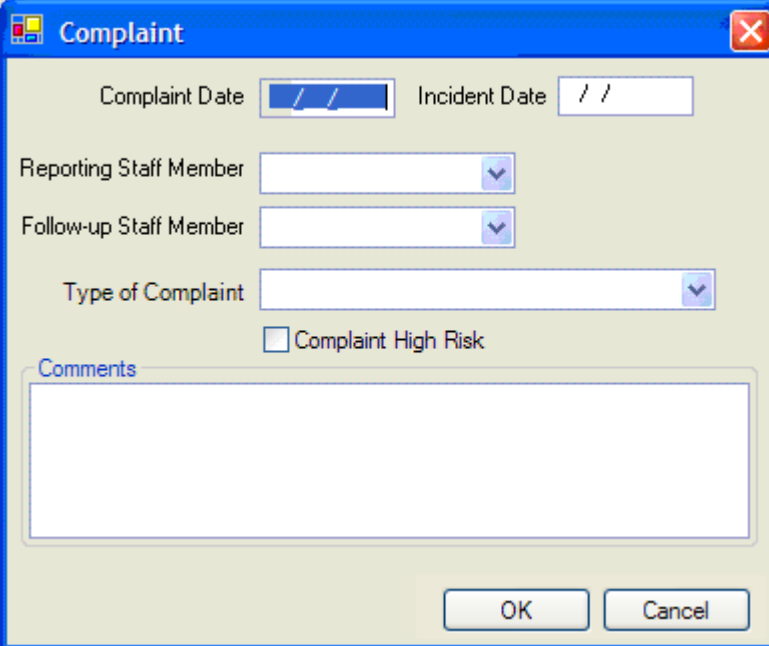
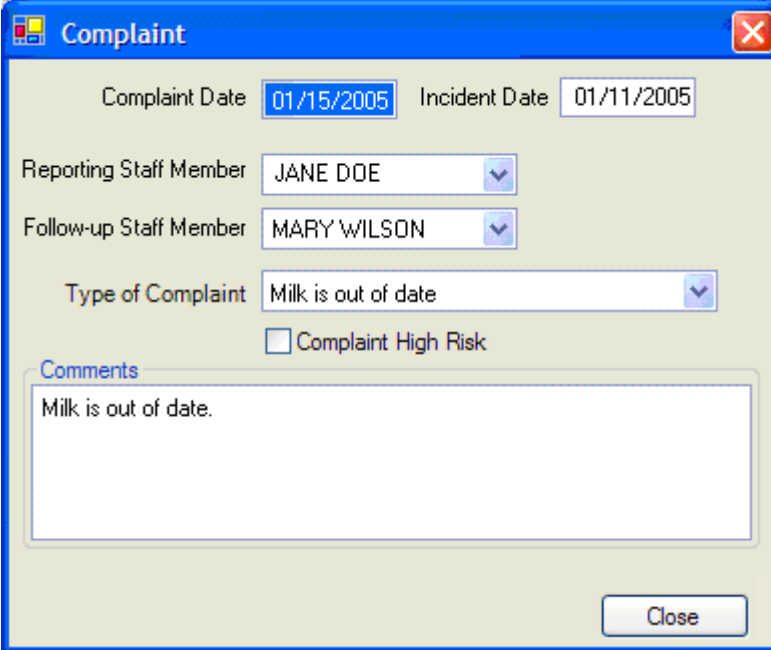
The image shows a Windows-style dialog box titled "Complaint". It has a blue title bar with a standard Windows icon on the left and a red close button on the right. The main area is light gray. At the top, there are two date fields: "Complaint Date" and "Incident Date", each with a dropdown arrow. Below these are two more dropdown menus: "Reporting Staff Member" and "Follow-up Staff Member". Then there is a "Type of Complaint" dropdown menu. Below that is a checkbox labeled "Complaint High Risk". At the bottom of the main area is a large text area labeled "Comments". At the very bottom of the dialog are two buttons: "OK" and "Cancel".

Figure 7 - Complaint Dialog (Add mode)





The screenshot shows a Windows-style dialog box titled "Complaint". It contains several input fields: "Complaint Date" with the value "01/15/2005", "Incident Date" with the value "01/11/2005", "Reporting Staff Member" with the value "JANE DOE", "Follow-up Staff Member" with the value "MARY WILSON", and "Type of Complaint" with the value "Milk is out of date". There is an unchecked checkbox labeled "Complaint High Risk". Below these fields is a "Comments" section with a text area containing the text "Milk is out of date.". A "Close" button is located at the bottom right of the dialog box.

Figure 8 - Complaint Dialog (View mode)

#### 11.4.1 Controls

This section describes the behavior of the controls on the Complaint dialog.

##### 11.4.1.1 Complaint Date Masked Edit Box

This control allows the user to enter or view the date the complaint was filed against the Vendor. The masked edit box will be enabled when the Complaint dialog is active. The masked edit box accepts entry of numeric digits. When working in "add" mode, the entry field will either initially be blank or will default to the current system date depending on the state business rule value set for 'VNDR\_COMPLAINT\_CURR\_DATE'. When working in "view" mode, the control is populated with the previously saved entry and is read only.

##### 11.4.1.2 Incident Date Masked Edit Box

This control allows the user to enter or view the date the incident date for the complaint. The masked edit box will be enabled when the Complaint dialog is active. The masked edit box accepts entry of numeric digits. When working in "add" mode, the entry field will be initially blank. When working in "view" mode, the control is populated with the previously saved entry and is read only.

#### *11.4.1.3 Reporting Staff Member Dropdown*

This control allows the user to select or view the Staff member who reported the complaint against the vendor. The Dropdown will be enabled when the Complaint dialog is active. It will be a read only drop down list. It is filled with a list of staff members from the USERPROFILE entity, which are displayed in alphabetical order. When working in “add” mode, the field will initially be blank. When working in “view” mode, the control is populated with the previously saved selection.

#### *11.4.1.4 Follow-up Staff Member Dropdown*

This control allows the user to select or view the Staff member who is responsible for following up on the complaint. The Dropdown will be enabled when the Complaint dialog is active. It will be a read only drop down list. It is filled with a list of staff members from the USERPROFILE entity, which are displayed in alphabetical order. When working in “add” mode, the field will initially be blank. When working in “view” mode, the control is populated with the previously saved selection.

#### *11.4.1.5 Type of Complaint Dropdown*

This control allows the user to enter or select, as well as view the type of complaint that is being filed against the vendor. The Dropdown will be enabled when the Complaint dialog is active. The user will have the ability to either select from the drop down list or enter a complaint type if it does not currently exist within the list. The control will only accept entry of alphanumeric and special characters when a new complaint is entered into the list. The maximum size of the control will be sixty (60) characters. If the user selects from the drop down list, the existing list will be a read only. The list of complaint types is filled from the Reference Dictionary Table, which is displayed in alphabetical order. When working in “add” mode, the field will initially be blank. When working in “view” mode, the control is populated with the previously saved selection.

#### *11.4.1.6 Complaint High Risk Check Box*

This control allows the user to select or view the check box to indicate whether or not the filed complaint against the selected vendor should appear on the High Risk report. The check box is enabled when the Complaint dialog is active. When working in “add” mode, the control is initially unchecked (blank). When working in “view” mode, the control is populated with the previously saved selection, checked (check mark) or unchecked (blank).

#### 11.4.1.7 Comments Text Box

This control allows the user to enter or view comments that have been documented regarding the complaint. The text box will be enabled when the Complaint dialog is active. The control accepts entry of alphanumeric characters. The maximum size of the control is four thousand (4,000) characters. As text is entered in this control, the information will word wrap to accommodate multiple lines of text. A vertical scroll bar is visible and enabled when the text reaches the bottom or last visible line of this control. Alphabetic and special characters may be entered in mixed case (upper and lower case). When working in “add” mode, the comments text box will initially be blank. When working in “view” mode, the control is populated with the previously saved entry.

#### 11.4.1.8 OK Button

This control allows the user to instruct the system to dismiss the Complaint dialog and save the complaint information. The OK button will be visible and enabled when the Complaint dialog is active in “add” mode. Characteristics for the OK button are defined in the *Consistencies*.

#### 11.4.1.9 Cancel Button

This control allows the user to exit the Complaint dialog without saving the complaint information. The Cancel button will be visible and enabled when the Complaint dialog is active in “add” mode. Characteristics for the Cancel button are defined in the *Consistencies*.

#### 11.4.1.10 Close Button

This control allows the user to exit the Complaint dialog. The Close button will be visible and enabled when the Complaint dialog is active in “view” mode. Characteristics for the Close button are defined in the *Consistencies*.

### 11.4.2 Processes

This section describes the processes (navigation) that take place as a result of the actions taken on the Complaint dialog.

#### 11.4.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Complaint”.
- In Add Mode the Complaint Date will default to either blank or the current system date depending on the value set for the ‘VNDR\_COMPLAINT\_CURR\_DATE’ state business rule.
- In Add mode the following fields will be initially blank:
  - Incident Date masked edit box
  - Reporting Staff Member dropdown
  - Follow-up Staff Member dropdown

- Type of Complaint dropdown
  - Complaint High Risk check box
  - Comments text box
- In View mode all fields display previously saved values as defined in the Data Map for this dialog.
- In Add mode the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode the Close button is visible. The OK and Cancel buttons are not visible.

#### 11.4.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in the following controls
  - Complaint Date masked edit box
  - Incident Date masked edit box

the system will invoke a standard error message with the text “An entry is required for the <control label>.”

- If a selection has not been made in the following controls
  - Reporting Staff Member dropdown
  - Follow-up Staff Member dropdown
  - Type of Complaint dropdown

the system will invoke a standard error message with the text “A selection is required in the <control label>.”

- If an invalid date has been entered in the following controls:
  - Complaint Date masked edit box
  - Incident Date masked edit box

the system will invoke a standard error message with the text “Invalid date entered.”

- If the date entered is greater than the current system date in the following controls:
  - Complaint Date masked edit box
  - Incident Date masked edit box

the system will invoke a standard message box with the text, “Date entered must be less than or equal to today’s date.”

- If the date entered in the Incident Date is greater than the Complaint Date, the system will invoke a standard message box with the text, “Incident Date cannot be greater than Complaint Date.”

#### 11.4.2.3 Saving the Data

Upon successful completion of the above listed controls:

- The system will save the complaint information and the complaint will be added to the Vendor Folder.

- A Complaint event will be added to the Event Log of the Vendor, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.
- The system will return the user to the Event Log tab of the Vendor Folder.

#### **11.4.2.4 Cancel**

Upon selection of the Cancel button:

- The system will dismiss the Complaint dialog without saving any of the information entered.
- The system will return the user to the Event Log tab of the Vendor Folder.

#### **11.4.2.5 Close**

Upon selection of the Close button:

- The system will dismiss the Complaint dialog.
- The system will return the user to the Event Log tab of the Vendor Folder.

#### **11.4.2.6 Data Map**

<b>Control Label</b>	<b>Entity</b>	<b>Attribute</b>	<b>Business Rule Applicable</b>
Complaint Date	Complaint	ReceivedDate	Y
Incident Date	Complaint	IncidentDate	
Reporting Staff Member	Complaint	UserID	
Follow-up Staff Member	Complaint	FollowUpUserID	
Type of Complaint	Complaint	ComplaintType	
Complaint High Risk	Complaint	HighRisk	
Comments	Complaint	ComplaintDescription	

## 11.5 Complaint Resolved

When an individual reports a Vendor to WIC for what they believe is a violation, a Complaint is filed against a vendor. The Complaint Resolved dialog allows the user to record when a Complaint has been resolved. The dialog will display in “add” or “view” mode, depending on how the dialog is invoked. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Complaint Resolved dialog is invoked in response to the following user actions:

- Selection of the Complaint Resolved follow-up activity on the Follow Up Activities dialog as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “add” mode.
- Selection of a Complaint Resolved follow-up activity in the Events Tree View on the Vendor Folder and then selecting the Details button as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “view” mode.

**Error! Objects cannot be created from editing field codes.**

Figure 9 - Complaint Resolved Dialog (Add mode)

**Error! Objects cannot be created from editing field codes.**

Figure 10 - Complaint Resolved Dialog (View mode)

### 11.5.1 Controls

This section describes the behavior of the controls on the Complaint Resolved dialog.

#### 11.5.1.1 Date Complaint Resolved Masked Edit Box

This control allows the user to enter or view the date that the complaint was resolved. The masked edit box will be enabled when the Complaint Resolved dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will default to the current system date. When working in “view” mode, the control is populated with the previously saved entry and is read only.

OK Button

This control allows the user to instruct the system to dismiss the Complaint Resolved dialog and save the complaint resolution information (date resolved). The OK button will be visible and enabled when the Complaint Resolved dialog is active in “add” mode. Characteristics for the OK button are defined in the *Consistencies*.

#### 11.5.1.2 Cancel Button

This control allows the user to exit the Complaint Resolved dialog without saving the resolution date information. The Cancel button will be visible and enabled when the Complaint Resolved dialog is active in “add” mode. Characteristics for the Cancel button are defined in the *Consistencies*.

#### 11.5.1.3 Close Button

This control allows the user to exit the Complaint Resolved dialog. The Close button will be visible and enabled when the Complaint Resolved dialog is active in “view” mode. Characteristics for the Close button are defined in the *Consistencies*.

### 11.5.2 Processes

This section describes the processes (navigation) that take place as a result of the actions taken on the Complaint Resolved dialog.

#### 11.5.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Complaint Resolved”.
- In Add mode the Date Complaint Resolved will default to the current system date.
- In View mode the Date Complaint Resolved will display the previously saved value as defined in the Data Map for this dialog.
- In Add mode the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode the Close button is visible. The OK and Cancel buttons are not visible.

#### 11.5.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in the following control
- Date Complaint Resolved Masked Edit Box
- the system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If an invalid date has been entered in the Date Complaint Resolved Masked Edit Box, the system will invoke the standard error message with the text “Invalid date entered.”
- If the Date Complaint Resolved is greater than the current system date, the system will invoke a standard message box with the text, “Date entered must be less than or equal to today’s date.”

#### 11.5.2.3 Saving the Data

The system will save the complaint resolution information.

A Complaint Resolved follow up activity will be added to the Event Log of the Vendor

The Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.

The system will return the user to the Event Log tab of the Vendor Folder.

#### ***11.5.2.4 Cancel***

Upon selection of the Cancel button:

- The system will dismiss the Complaint Resolved dialog without saving any of the information entered.
- The system will return the user to the Event Log tab of the Vendor Folder.

#### ***11.5.2.5 Close***

Upon selection of the Close button:

- The system will dismiss the Complaint Resolved dialog.
- The system will return the user to the Event Log tab of the Vendor Folder.

#### ***11.5.2.6 Data Map***

<b>Control Label</b>	<b>Entity</b>	<b>Attribute</b>	<b>Business Rule Applicable</b>
Date Complaint Resolved	ResolvedComplaint	ResolvedDate	



## 11.6 Termination

When a Vendor is no longer participating in the WIC Program (due to disqualification, change in ownership, closing or other action) the associated Vendor records must be terminated in the Vendor Management system. The Termination dialog allows the user to record the termination information on the Vendor Folder. The dialog will display in “add” or “view” mode, depending on how the dialog is invoked. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Termination dialog is invoked in response to the following user actions:

- Selection of the Termination event on the Events dialog as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “add” mode.
- Selection of the Termination follow-up activity on the Follow Up Activities dialog as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “add” mode.
- Selection of a Termination event or follow up activity in the Events Tree View on the Vendor Folder and then selecting the Details button as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “view” mode.

**Error! Objects cannot be created from editing field codes.**

Figure 11 - Termination Dialog (Add mode)

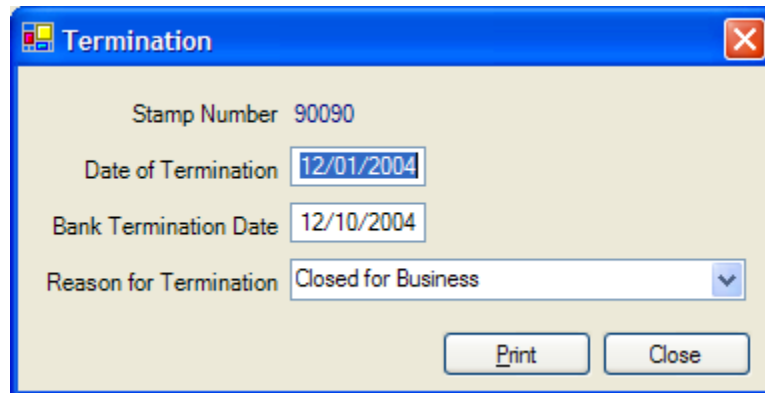


Figure 12 - Termination Dialog (View mode)

### 11.6.1 Controls

This section describes the behavior of the controls on the Termination dialog.

#### 11.6.1.1 Stamp Number Text Label and Value

This text label and value allows the user to view the stamp number that is assigned to the vendor. The value will be set to the value of the stamp number of the selected vendor. The control is read only. The value in the field will display in the inverse color of the form.

#### ***11.6.1.2 Date of Termination Masked Edit Box***

This control allows the user to enter or view the date of the selected vendor's termination from the WIC Program. The masked edit box will be enabled when the Termination dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in "add" mode, the entry field will initially be blank. When working in "view" mode, the control is populated with the previously saved entry and is read only.

#### ***11.6.1.3 Bank Termination Date Masked Edit Box***

This control allows the user to enter or view the date the bank will stop accepting WIC checks for redemption from the selected vendor due to termination from the WIC Program. The masked edit box will be enabled when the Termination dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in "add" mode, the entry field will initially be blank. When working in "view" mode, the control is populated with the previously saved entry and is read only.

#### ***11.6.1.4 Reason for Termination Dropdown***

This control allows the user to select or view the reason the vendor is being terminated from the WIC Program. The Dropdown will be enabled when the Termination dialog is active. It will be a read only drop down list. It is filled with a list of termination reasons from the Reference Dictionary Table. When working in "add" mode, the field will initially be blank. When working in "view" mode, the control is populated with the previously saved selection.

#### ***11.6.1.5 OK Button***

This control allows the user to instruct the system to dismiss the Termination dialog and save the termination information. The OK button will be visible and enabled when the Termination dialog is active in "add" mode. Characteristics for the OK button are defined in the *Consistencies*.

#### ***11.6.1.6 Cancel Button***

This control allows the user to exit the Termination dialog without saving the termination information. The Cancel button will be visible and enabled when the Termination dialog is active in "add" mode. Characteristics for the Cancel button are defined in the *Consistencies*.

#### 11.6.1.7 Print Button

This control allows the user to generate and print the Termination letter. The Print button will be visible and enabled when the Termination dialog is active in “view” mode. It has a mnemonic of ‘P’.

#### 11.6.1.8 Close Button

This control allows the user to exit the Termination dialog. The Close button will be visible and enabled when the Termination dialog is active in “view” mode. Characteristics for the Close button are defined in the *Consistencies*.

### 11.6.2 Processes

This section describes the processes (navigation) that take place as a result of the actions taken on the Termination dialog.

#### 11.6.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Termination”.
- In Add mode the Stamp Number will display the primary stamp number for the Vendor. All other entry fields will default to blank.
- In View mode all fields display previously saved values as defined in the Data Map for this dialog.
- In Add mode the OK and Cancel buttons are visible. The Close and Print buttons are not visible.
- In View mode the Close and Print buttons are visible. The OK and Cancel buttons are not visible

#### 11.6.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in one of the following controls
  - Date of Termination Masked Edit Box
  - Bank Termination Date Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If a selection has not been made in the following control
  - Reason for Termination Dropdownthe system will invoke a standard error message with the text “A selection is required in the <control label>.”
- If an invalid date has been entered in one of the following controls
  - Date of Termination Masked Edit Box
  - Bank Termination Date Masked Edit Boxthe system will invoke the standard error message with the text “Invalid date entered.”

- If the Date of Termination is greater than the current system date, the system will invoke a standard message box with the text, "Date entered must be less than or equal to today's date."

#### *11.6.2.3 Saving the Data*

The system will save the termination information to the Vendor Folder.

The system will update the vendor stamp record with the Bank Termination Date.

Depending on how the Termination dialog was invoked, a Termination event or follow-up activity will be added to the Event Log of the Vendor, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.

The system will terminate the vendor stamp associated with the terminated vendor.

A Terminate Stamp event will be added to the Event Log of the Vendor, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.

The system will invoke the Send Letter dialog, as described in [Chapter 20 – Vendor Form Letters](#), to generate the Termination letter associated with the termination reason selected in the Reason for Termination Dropdown.

If the business rule is applicable for your state, the only Event the user will be allowed to select after a vendor has been terminated is the Application Event.

#### *11.6.2.4 Cancel*

Upon selection of the Cancel button:

- The system will dismiss the Termination dialog without saving any of the information entered and return the user to the Event Log tab of the Vendor Folder.

#### *11.6.2.5 Close*

Upon selection of the Close button:

- The system will dismiss the Termination dialog. The system will return the user to the Event Log tab of the Vendor Folder.

#### *11.6.2.6 Print*

Upon selection of the Print button:

- The system will invoke the Send Letter dialog as described in Section 20.

*11.6.2.7 Data Map*

<b>Control Label</b>	<b>Entity</b>	<b>Attribute</b>	<b>Business Rule Applicable</b>
Date of Termination	TermDisqualification	TerminationDate	
Bank Termination Date	TermDisqualification	BankTermDate	
Reason for Termination	TermDisqualification	Reason	

## 11.7 Disqualification

When a Vendor is no longer qualified to participate in the WIC Program, the associated vendor must be flagged as disqualified in the Vendor Management system. The Disqualification dialog allows the user to document the disqualification information in the Vendor Folder. The dialog will display in “add” or “view” mode, depending on how the dialog is invoked. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Disqualification dialog is invoked in response to the following user actions:

- Selection of the Disqualification follow-up activity on the Follow Up Activities dialog as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “add” mode.
- Selection of a Disqualification follow-up activity in the Events Tree View on the Vendor Folder and then selecting the Details button as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “view” mode.

**Error! Objects cannot be created from editing field codes.**

Figure 13 - Disqualification Dialog (Add mode)

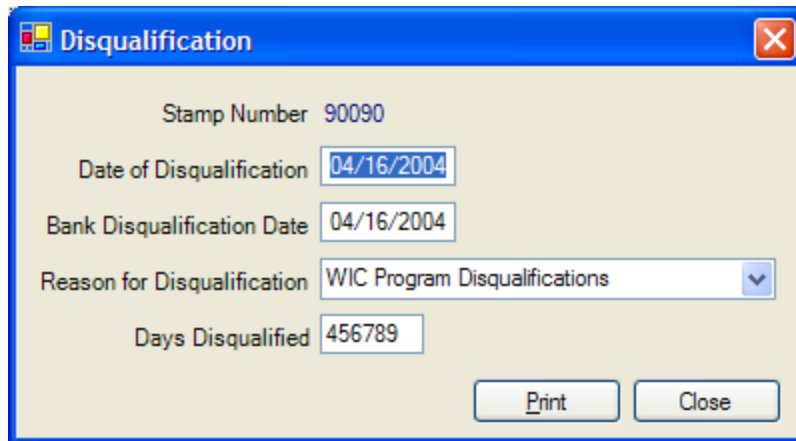


Figure 14 - Disqualification Dialog (View mode)

### 11.7.1 Controls

This section describes the behavior of the controls on the Disqualification dialog.

#### 11.7.1.1 Stamp Number Text Label and Value

This text label and value allows the user to view the stamp number that is assigned to the vendor. The value will be set to the value of the stamp number of the selected vendor. The control is read only. The value in the field will display in the inverse color of the form.

#### *11.7.1.2 Date of Disqualification Masked Edit Box*

This control allows the user to enter or view the selected vendor's date of disqualification to participate in the WIC Program. The masked edit box will be enabled when the Disqualification dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in "add" mode, the entry field will initially be blank. When working in "view" mode, the control is populated with the previously saved entry and is read only. The date entered must be less than or equal to today's date.

#### *11.7.1.3 Bank Disqualification Date Masked Edit Box*

This control allows the user to enter or view the date the bank will stop accepting WIC checks for redemption from the selected vendor. The masked edit box will be enabled when the Disqualification dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in "add" mode, the entry field will initially be blank. When working in "view" mode, the control is populated with the previously saved entry and is read only.

#### *11.7.1.4 Reason for Disqualification Dropdown*

This control allows the user to select or view the reason for the selected vendor has been disqualified from participation in the WIC Program. The Dropdown will be enabled when the Disqualification dialog is active. It will be a read only drop down list. It is filled with a list of disqualification reasons from the Reference Dictionary Table. When working in "add" mode, the field will initially be blank. When working in "view" mode, the control is populated with the previously saved selection.

#### *11.7.1.5 Days Disqualified Text Box*

This control allows the user to put in the days the vendor will be disqualified. The value will over ride any system generated days to disqualify. The text box will be enabled when the Disqualification dialog is active. When working in "add" mode, the field will initially be filled with the days to disqualify the vendor according the disqualification formula or federal mandated length of time, whichever applies. It may only be overridden with numeric characters. A maximum of 5 digits is allowed. When working in "view" mode, the control is populated with the previously saved selection.

#### **11.7.1.6 OK Button**

This control allows the user to instruct the system to dismiss the Disqualification dialog and save the disqualification information. The OK button will be visible and enabled when the Disqualification dialog is active in “add” mode. Characteristics for the OK button are defined in the *Consistencies*.

#### **11.7.1.7 Cancel Button**

This control allows the user to exit the Disqualification dialog without saving the disqualification information. The Cancel button will be visible and enabled when the Disqualification dialog is active in “add” mode. Characteristics for the Cancel button are defined in the *Consistencies*.

#### **11.7.1.8 Print Button**

This control allows the user to generate and print the Disqualification letter. The Print button will be visible and enabled when the Disqualification dialog is active in “view” mode. It has a mnemonic of ‘P’.

#### **11.7.1.9 Close Button**

This control allows the user to exit the Disqualification dialog. The Close button will be visible and enabled when the Disqualification dialog is active in “view” mode. Characteristics for the Close button are defined in the *Consistencies*.

### **11.7.2 Processes**

This section describes the processes (navigation) that take place as a result of the actions taken on the Disqualification dialog.

#### **11.7.2.1 Initializing the Interface**

Upon the initial display of the dialog:

- The title bar text will be set to “Disqualification”.
- In Add mode the Stamp Number will display the primary stamp number for the Vendor. All other entry fields will default to blank.
- In View mode all fields display previously saved values as defined in the Data Map for this dialog.
- In Add mode the OK and Cancel buttons are visible. The Close and Print buttons are not visible.
- In View mode the Close and Print buttons are visible. The OK and Cancel buttons are not visible

#### **11.7.2.2 Edits**

Upon selection of the OK button:

- If an entry has not been made in one of the following controls
  - Date of Disqualification Masked Edit Box
  - Bank Disqualification Date Masked Edit Box



- Days Disqualified Text Box  
the system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If a selection has not been made in the following control
  - Reason for Disqualification Dropdown  
the system will invoke a standard error message with the text “A selection is required in the <control label>.”
- If an invalid date has been entered in one of the following controls
  - Date of Disqualification Masked Edit Box
  - Bank Disqualification Date Masked Edit Boxthe system will invoke the standard error message with the text “Invalid date entered.”
- If the Date of Disqualification is greater than the current system date, the system will invoke a standard message box with the text, “Date entered must be less than or equal to today’s date.”

#### 11.7.2.3 Saving the Data

The system will save the termination information to the Vendor Folder. The system will update the vendor stamp record with the Bank Disqualification Date. A Disqualification follow-up activity will be added to the Event Log of the Vendor, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed

The system will terminate the vendor stamp associated with the disqualified vendor.

A Terminate Stamp event will be added to the Event Log of the Vendor, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.

The system will then invoke the Send Letter dialog as described in [Chapter 20 – Vendor Form Letters](#), to generate the Disqualification letter.

If the date entered into the Date of Disqualification masked edit box is greater than the current system date plus the number of days allowed for pending disqualification, a standard message is displayed with the text “Date of Disqualification exceeds number of days for pending disqualification.”

The system will save the pending disqualification information to the Vendor Folder. The system will add the Disqualification follow-up activity to the Event Log of the Vendor, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed. The system will then invoke the Send Letter dialog as described in [Chapter 20 – Vendor Form Letters](#), to generate the Pending Disqualification letter.

Upon dismissal of the Send Letter dialog, the user will be returned to the Event Log of the Vendor folder.

The text of “Pending Disqualification” will be appended to the Vendors Current Status on the Vendor folder Demographics Tab Page 1 sub-tab. The Vendor’s status is changed during the End of Day processes as described in Application Administration [Chapter 03 – End of Day Processes](#).

The length of the disqualification period will be defined by the State. A formula will be used to calculate the length of the disqualification period, using the federally mandated time, or manually put in a time to have the vendor disqualified. The formula or federally mandated time (which ever may apply) is run and the length of the disqualification period is placed in the Days Disqualified text box. This length of disqualification can be overridden by the user entering days to be disqualified in the Days Disqualified text box. When the form is in view mode, the Days Disqualified will be populated with the days disqualified and made not be edited. In some States while the vendor is disqualified, no action may be taken on the event. The Add Event, Add Activity, and Delete buttons as described in [Chapter 04 – Vendor Folder](#) will be disabled. Once the disqualification period has expired, only the Add Event button will be active.

The only Event the user will be allowed to select is the Application.

#### **11.7.2.4 Cancel**

Upon selection of the Cancel button:

- The system will dismiss the Disqualification dialog without saving any of the information entered and return the user to the Event Log tab of the Vendor Folder.

#### **11.7.2.5 Close**

Upon selection of the Close button:

- The system will dismiss the Disqualification dialog. The system will return the user to the Event Log tab of the Vendor Folder.

#### **11.7.2.6 Print**

Upon selection of the Print button:

- Upon selection of the Print button, the system will invoke the Send Letter dialog as described in Section 20.

#### **11.7.2.7 Data Map**

Control Label	Entity	Attribute	Business Rule Applicable
Date of	TermDisqualification	TerminationDate	

Disqualification			
Bank Disqualification Date	TermDisqualification	BankTermDate	
Reason for Disqualification	TermDisqualification	Reason	
Days Disqualified	TermDisqualification	DaysDisqualified	Y

## 11.8 Stamp Returned

When a Vendor is terminated or disqualified from participation in the WIC Program, the vendor stamp must be returned. The Stamp Returned dialog will allow the user to document the date the stamp was returned by the vendor. The dialog will display in “add” or “view” mode, depending on how the dialog is invoked. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved value and will be read only. The Stamp Returned dialog is invoked in response to the following user actions:

- Selection of the Stamp Returned follow-up activity on the Follow Up Activities as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “add” mode.
- Selection of a Stamp Returned follow up activity in the Events Tree View on the Vendor Folder and then selecting the Details button as described in [Chapter 04 – Vendor Folder](#). The dialog will display in “view” mode.

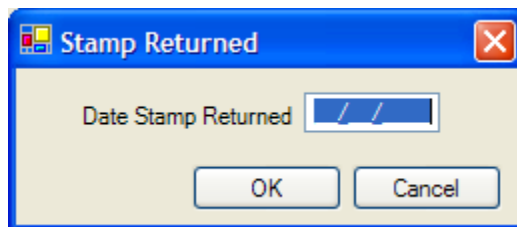


Figure 15 - Stamp Returned Dialog (Add mode)

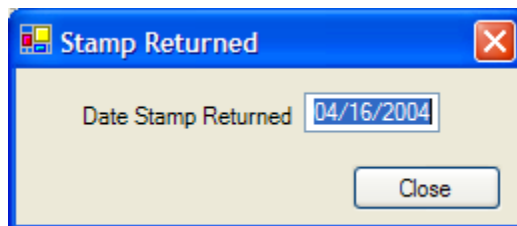


Figure 16 - Stamp Returned Dialog (View mode)

### 11.8.1 Controls

This section describes the behavior of the controls on the Stamp Returned dialog.

#### 11.8.1.1 Date Stamp Returned Masked Edit Box

This control allows the user to enter or view the date the Vendor stamp was returned. The masked edit box will be enabled when the Stamp Returned dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will initially be blank. When working in “view” mode, the control is populated with the previously saved entry and is read only.

#### 11.8.1.2 OK Button

This control allows the user to instruct the system to dismiss the Stamp Returned dialog and save the information. The OK button will be visible and enabled when the Stamp Returned dialog is active in “add” mode. Characteristics for the OK button are defined in the *Consistencies*.

#### 11.8.1.3 Cancel Button

This control allows the user to exit the Stamp Returned dialog without saving the information. The Cancel button will be visible and enabled when the Stamp Returned dialog is active in “add” mode. Characteristics for the Cancel button are defined in the *Consistencies*.

#### 11.8.1.4 Close Button

This control allows the user to exit the Stamp Returned dialog. The Close button will be visible and enabled when the Stamp Returned dialog is active in “view” mode. Characteristics for the Close button are defined in the *Consistencies*.

### 11.8.2 Processes

This section describes the processes (navigation) that take place as a result of the actions taken on the Stamp Returned dialog.

#### 11.8.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Stamp Returned”.
- In Add mode all entry fields will default to blank.
- In View mode all fields display previously saved values as defined in the Data Map for this dialog.
- In Add mode the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode the Close button is visible. The OK and Cancel buttons are not visible.

#### 11.8.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in the following control
  - Date Stamp Returned Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If an invalid date has been entered in one the following control
  - Date Stamp Returned Masked Edit Boxthe system will invoke the standard error message with the text “Invalid date entered.”
- If the Stamp Returned date is greater than the current system date, the system will invoke a standard message box with the text, “Date entered must be less than or equal to today’s date.”

#### 11.8.2.3 Saving the Data

The system will update the vendor stamp record with the Stamp Returned Date.

A Stamp Returned follow up activity will be added to the Event Log for the vendor.

The Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.

The system will then return the user to the Event Log tab of the Vendor Folder.

#### 11.8.2.4 Cancel

Upon selection of the Cancel button:

- The system will dismiss the Stamp Returned dialog without saving any of the information entered and return the user to the Event Log tab of the Vendor Folder.

#### 11.8.2.5 Close

Upon selection of the Close button:

- The system will dismiss the Stamp Returned dialog. The system will return the user to the Event Log tab of the Vendor Folder.

#### 11.8.2.6 Data Map

Control Label	Entity	Attribute	Business Rule Applicabl
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			e
Date Stamp Returned	StampReturned	StampReturnedDate	